

# Catawba County Emergency Medical Services Standard Operating Guidelines

## Transfer Guidelines

These are guidelines for C-MED Operators on handling transfers both in county and out of county.

### ➤ In-county transfers

- 3-Medic-42, 3-Medic-45 and 3-Medic-46 will typically handle transfers between the hours of 0900 and 1900. The Specialty Services Coordinator will schedule these transfers.
  - When the call volume is such that 3-Medic-42, 3-Medic-45 and 3-Medic-46 cannot handle the load the Specialty Services Coordinator and Specialty Services Crew Chief will work with the on-duty Shift Supervisor for assistance from the ALS crews.
- After hours and weekends, transfers will come into the Communications Center and EMS crews will be dispatched accordingly. On holidays at least one convalescent crew will be scheduled. On holidays the EMS Shift Supervisor will advise C-MED at the beginning of the shift of the status of convalescent crews on holidays.
- After hours and weekends, the patient's destination will determine which EMS crew is dispatched. Wherever the patient is being delivered to, the crew covering that district will be dispatched. Example: Transfer from H51 to Lutheran Home is 3-Medic-2.
- Transfers that come in to Communications between the hours of 0800 and 1700 will be transferred to Specialty Services at 465-8473. If the Specialty Services Coordinator is not in the office, take the caller's name and number and forward that information to the Specialty Services Coordinator, Specialty Services Crew Chief or the Shift Supervisor (in the order listed).

### ➤ Out of County Transfers

- NC Baptist, Carolinas Medical Center, Duke, etc---these transfers require supervisory intervention due to medical necessity guidelines.